



## Meet our new Chief Executive

Introducing Corinna Bishopp who will be joining Saxon Weald in May.



## Easter eggcitement

A selection of fun things to do and places to go over the Easter break.



## Turpitt Court

Celebrating the opening of Turpitt Court, Horsham and the completion of our 2000th home.

## A great result from our Money Matters team

Jenny\*, a Saxon Weald resident, was working hard to earn an income, whilst battling with her own health conditions, and raising her large family. However, her earnings were just below the financial threshold, and the benefit cap impacted her universal credit entitlement.

Jenny contacted our Money Matters team and they have been providing support to her, including appealing the benefits she receives. After a lengthy battle with the DWP (Department for Work and Pensions), they finally awarded Jenny a PIP (Personal Independence Payment), which has helped to reduce some of her financial worries.

We asked Jenny to tell us about her experience.

“I had read about Saxon Weald’s Money Matters Team, so I called the customer support team and asked if they could contact me.”



“I would urge people to reach out to the Money Matters team. They may be able to help, like they helped me and my family.”

“Before Money Matters contacted me, I felt very anxious, stressed, and trapped, with no way out.”

“The service from the team stood out to me as they really listened. I was able to not only talk about the financial difficulty I was in, but also about how the situation had affected me mentally and emotionally. I started to feel much more positive, believing that they could help resolve my UC problem, and like a huge weight had been lifted off my shoulders.”

“My life has changed since seeking advice as I am much less worried and more financially secure. It is a relief to be better able to provide for my family.”

“If anyone is in a similar situation, I would urge them to reach out to the Money Matters team and Saxon Weald. They may be able to help, like they helped me and my family.”

*\*Name changed to protect the customer’s identity.*

If you are struggling financially, please ask to be put in touch with our Money Matters team. They can check you are receiving all you are entitled to. Call 01403 226000 or email the team directly: [moneymatters@saxonweald.com](mailto:moneymatters@saxonweald.com).

## Looking to get back into work?

Raven Housing’s Work Smart Employment Programme helps people get back into work or into better paid work. Their experienced advisers will help you identify what you need to work on and support you to achieve each step. They can assist with various work life skills such as CV writing, interview techniques, career planning, digital access, travel, childcare assistance for training, plus more.

### How to refer

You can self-refer online at [www.ravenht.org.uk/employment-support](http://www.ravenht.org.uk/employment-support). If you require assistance with the referral, please contact our Money Matters Team at [moneymatters@saxonweald.com](mailto:moneymatters@saxonweald.com) or call 01403 22600.



## Another inspiring Youth Awards

In December, we celebrated our third annual Youth Awards. The event aims to shine a light on the personal achievements of young people in our community.

We received over 50 nominations across five categories, which were narrowed down to nine winners. Our 2024 judging panel included Dan Fairchild, who is the Youth Provision Officer for Horsham District Council, and Lara Gavin from Jewson Partnership Solutions, who kindly sponsored the awards this year.

### A huge congratulations to our winners:



#### Local Community Award

Lilly Halliwell, Noah Cloake, Zac Woodcock, Liesje Newland



#### Achievement in Learning Award

Samuel Shelley



#### Young Carer Award

Sennen and Hayden Calver



#### Sport and Physical Activity Award

Matilda Parnell



#### Young Leader Award

Holly Jenkins

They each received a certificate, engraved award and a £100 gift voucher.



Sponsored by



## Feedback on tenant repair responsibilities

We are currently reviewing our tenant repair responsibilities. This is to make sure they remain relevant and align with our values and current practices.

We recently invited all residents to take part in a survey on our repair responsibilities. We received 177 responses and some useful and meaningful feedback. We also held a focus group, which was attended by seven of our customers. This gave us the chance to have some in-depth conversations about how we can best provide a suitable service for those who are most vulnerable. We are now reviewing the feedback and will keep you updated on progress.

Our customers' views are invaluable to shaping a fair and practical approach to repair responsibilities. So, we really appreciate the time and effort taken to give us your feedback.





## Are your belongings covered?

As the owner of your property, we insure the building you live in. However, as a resident, you are responsible for arranging and purchasing insurance to cover the belongings in your home. This includes your furniture, carpets and floor coverings, curtains, clothes, bedding, electrical items, as well as any jewellery, pictures, and ornaments.

It's also worth making sure that your policy covers you for accidental damage to other people's property. Even if an issue is caused by something we're responsible for repairing, any damage to your belongings would need to be claimed through your own contents' insurance.

### Not sure where to start?

Price comparison sites like Compare the Market or GoCompare can help you find the best deal. You can also check out Thistle My Home, which offers specialist tenant insurance. Find out more here: [www.thistlemyhome.co.uk/](http://www.thistlemyhome.co.uk/).



## The move to Universal Credit

If you receive Employment Support Allowance (IR-ESA) or IR-ESA with Housing Benefit, you will receive a 'migration notice' by the end of December 2025. This letter will inform you that your current benefits are ending and invite you to apply for Universal Credit instead.



You don't need to do anything until you receive your migration notice. Once you receive it, don't ignore it as your existing benefits will stop on the deadline date listed in the letter.

If you would like some advice, please contact our Money Matters Team at [moneymatters@saxonweald.com](mailto:moneymatters@saxonweald.com), or visit our website for more information: [www.saxonweald.com/money-matters/universal-credit-managed-migration](http://www.saxonweald.com/money-matters/universal-credit-managed-migration).

## Reporting your rent change

If you already receive Universal Credit, remember to report your rent change on or soon after 7 April 2025. To report the change, you must log onto your online journal and complete the 'Confirm your housing costs' to-do action. If you report this change before 7 April 2025 or you don't report it via the to-do action, the rent change will not be recorded, and you could lose out on any additional payments.

### Are you missing out on financial help?

Use an online benefits calculator to check what support you may be entitled to: [www.gov.uk/benefits-calculators](http://www.gov.uk/benefits-calculators).

## Your mind matters



Everyone has mental health. It affects how we think and feel, and how we deal with life's ups and downs. If you or someone you care about is worried, low, or struggling to cope, a range of support is on hand to help.

We have put together a new section on our website that signposts you to various support services that might help. Go to [www.saxonweald.com/advice-and-support/mental-health](http://www.saxonweald.com/advice-and-support/mental-health).

Older people may face their own challenges, with deteriorating health, loneliness, and isolation being more common.

The Silver Line Helpline, run by Age UK, is a free, confidential helpline for people aged 55 and over. It's open 24 hours a day, 365 days a year. Whether you're feeling lonely, need to access support or just want to chat, call: **0800 4 70 80 90**.

## A fun-filled month of fundraising

Our Extra Care Team Manager, Heidi, has recently completed a month of fundraising for St Catherine's Hospice. Heidi arranged a number of activities throughout January, including various bake sales, fancy dress days and even spent six hours in a bath of baked beans!

Thanks to her incredible efforts and generosity of the community, Heidi smashed her original target and raised a whopping £1,865 for St Catherine's Hospice.

We caught up with Heidi to hear more about her fundraising journey:

### What made you decide to raise money for St Catherine's Hospice?

I chose to support St Catherine's Hospice because of the incredible care they provided for Natalie, a former Saxon Weald colleague, during her final days. Their compassion was unforgettable. When I heard they had to close wards and lay off staff due to funding shortages, I knew I had to help.

### How much money did you aim to raise?

I initially aimed to raise £500, but as donations began to pour in, I decided to increase my goal to £1,500 - and I surpassed even that expectation!

### How did you come up with the different fundraising activities?

I wanted to create fun, community-driven events. We organised bake sales, raffles, sponsored sing-alongs, and two non-uniform days for staff. Residents loved participating, especially cheering me on during the bean bath challenge!



### Who else got involved?

So many wonderful people helped make this happen! Highdown Court, Highwood Mill, and Leggyfield Court held cake sales, HomeFix operatives provided the bath for the bean challenge, and Saxon Weald staff donated raffle prizes. A huge thank you to everyone who participated.

### What was it like sitting in a tub of baked beans for six hours?

Sitting in a tub of baked beans for six hours was cold and uncomfortable, but the incredible support from visitors and staff kept me going. It was all worth it to raise money for such an important cause.



We'd like to say a massive congratulations to Heidi for her amazing efforts, and a big thank you to everyone who participated in and supported the fundraising events.



To find out more about St Catherine's Hospice and the great work they do, visit: [www.stch.org.uk/](http://www.stch.org.uk/).

**ST CATHERINE'S  
HOSPICE**

## Introducing Morgan Lambert



Morgan Lambert is the leading safety management consultant for the social housing sector. They partner with organisations like Saxon Weald to ensure the safety of the homes you live in. We have partnered with Morgan Lambert for our gas safety and electrical auditing.

### What will the audits involve?

Morgan Lambert will carry out quality assurance inspections following your annual gas service visits and electrical inspections.

### Why are the audits important?

The safety of our residents is our number one priority. These audits will help to deliver the highest safety standards for our customers and ensure our homes meet regulatory requirements.

### Do I need to do anything?

We kindly ask that you allow Morgan Lambert access to your home following a gas or electrical visit from us. To arrange a suitable time for the audit, you will be contacted by Morgan Lambert via letter, text, or phone call. Please be assured, all Morgan Lambert auditors will carry photo identification.



## Securing pets during our visits

If you keep a pet, please remember to secure all animals in another room while our staff are onsite. This includes our HomeFix operatives and will help to ensure everyone's safety while we are in your home.

For more information on pets, including getting our permission to keep one in your home, please visit our website: [www.saxonweald.com/pets](http://www.saxonweald.com/pets).



## Surveying your homes

Living in a decent home is important to our customers. So, we want to know where we need to spend money on maintenance works to improve your property's performance and sustainability. To do that, we need accurate and up to date information on our properties.

We have partnered with Savills to survey around 2,000 of our properties. They will be collecting information to help us plan our investment programmes for major works such as new windows, roofs, kitchens, and bathrooms. They will also gather data on the energy efficiency of your homes.

Letters have been sent to the homes that are being surveyed. If you are in when the surveyor calls, we would be grateful if you could let them into your home. It should only take about 20-30 minutes, and you won't need to move any furniture.

All Savills surveyors will be wearing an identification badge.

If you would like more information about the survey, please visit:

[www.savills.co.uk/vod/savills-stock-survey](http://www.savills.co.uk/vod/savills-stock-survey).



## Fires caused by E-batteries are on the rise

A growing number of people are seriously injured each year by fires caused by lithium-ion batteries. Sadly, some people have even lost their lives. In 2023, there were also over 1,200 fires in waste and recycling collection vehicles caused by batteries.



Photo credit: West Sussex Fire and Rescue Service

Lithium-ion batteries are commonly found in electronic devices such as mobile phones, tablets, laptops, e-cigarettes, e-scooters, and e-bikes. These batteries are safe during normal use, but can be a fire risk when over-charged, submerged in water or damaged.

The fire service has provided some tips to help prevent fires caused by these batteries:

### Purchase safe products

- Only purchase electronic devices and chargers from reputable retailers to ensure they meet UK product safety standards.
- Always use the charger supplied with the device or recommended by the manufacturer.

### Use and charge sensibly

- Charge the device on a flat, solid, and stable surface.
- Never leave your mobile phone charging under a pillow.
- Don't leave a device charging while unattended overnight.
- Unplug the charger when the device has finished charging.
- Never charge e-scooters or e-bikes in hallways or stairwells where they could block your escape. Try to store and charge them away from living areas.

### Dispose of batteries safely

- Never throw batteries or electronic devices away in household bins. Take them to your local recycling centre. Many shops also have drop-off points.

### Stay safe

- Ensure you have working smoke alarms on every level of your home.
- In the event of a fire, get out, stay out and call 999.



## Changes to garden waste collection in Horsham District

Horsham District offer a paid-for kerbside garden waste collection service. It costs £59 per year and provides fortnightly collections from 1 April to 31 March. If you do not already have a garden waste bin you will need to buy one.

From April 2025, it is important that you clearly label the back of your garden waste bin with your house number. Horsham District is no longer issuing stickers for your bin. Instead, you can paint, stencil, or use numbered stickers to label yours.

For more information about the service, including how to pay or buy a bin, go to: [www.horsham.gov.uk/waste-recycling-and-bins/household-bin-collections/garden-waste-collections](http://www.horsham.gov.uk/waste-recycling-and-bins/household-bin-collections/garden-waste-collections).



## Celebrating our 2000th new home

Turpitt Court is officially open! The development in Horsham has replaced 42 outdated retirement flats with 40 new homes for affordable rent. The completion of the site also marks the building of Saxon Weald's 2000th new home.

Westridge Construction began working on site in summer 2020 and helped us deliver eight new houses for social rent. The Covid pandemic and shortages in building materials slowed progress, and Westridge unfortunately fell into administration in autumn 2023. Works on site paused until spring 2024 when Sunninghill Construction took over the final stages of development.

To welcome our new residents, Sunninghill kindly gifted a bee tower for the communal gardens. The tower provides a nesting site for solitary bees, encourages pollination, and supports healthy ecosystems.

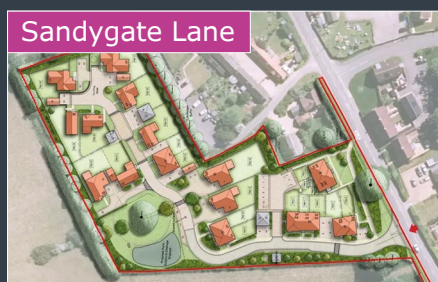
We would like to say a big thank you to Sunninghill for coming to the rescue and helping us complete this fantastic development. We would also like to thank Horsham District Council for their ongoing support to provide more affordable homes for our local community.



## More affordable homes coming soon...

Works are underway at several new and existing development sites across Sussex to bring more affordable homes to our local communities. These sites include:

- Sandygate Lane, Lower Beeding in partnership with Devine Homes
- South Road, Wivelsfield in partnership with Elivia Homes
- Ditchling Road, Wivelsfield in partnership with CALA Homes
- New Monks Park, Lancing in partnership with CALA Homes
- Fairfield Cottages in partnership with Sunninghill
- Storrington in partnership with Croudace Homes



Keep your eyes peeled on our website and social media channels for updates.

## Making Christmas magic and memories to treasure

Back in December, we held our very first Christmas grotto at our head office. We were pleased to spread seasonal cheer and a bit of magic to our residents and offer the opportunity for the children to meet Santa.

Santa's elves welcomed over 80 children and their families and took them to his 'workshop' to take part in various festive crafts. They then got to meet Santa in his enchanting grotto.

We were delighted to have been able to support so many of our customers and see so many smiles on both children's and adults' faces, especially knowing it can be an expensive and challenging time of year for many people. We are grateful for the support of TSG Building Services PLC, who sponsored the free event.

It was great to engage with parents who attended the grotto event too. Their feedback was useful, telling us what they think of the services we provide and how they would like to get involved to help us shape those services in the future. Our teams were also on hand and able to offer benefits advice, help with tenancy issues and repairs.

Due to the success of the event, we are planning to host more at Saxon Weald House, giving residents an opportunity to chat to staff, while the children are busy crafting. Look out for our next event in the Easter holiday, see page 10 for more information.

The feedback we received made it all worthwhile:

"A massive thank you to all the team at Saxon Weald for hosting Santa. It was much more than I expected, there was so much to do. Love and laughter were put into today with a heap of magic! It's been a hard year, and this just made my entire year better."

**Zoe**

"Wow, what an incredible Santa experience for the children, they loved it. Such a magical time, all the staff were fantastic, what a great event!"

**Clara**

"Both my children enjoyed meeting Santa as well as taking part in the craft activities! The snacks and drinks were appreciated too, so thank you from us all. It was very well-organised, and the grotto looked amazing!"

**Joanne**



## What's on this Easter: egg-citing events across West Sussex, East Sussex & Hampshire



### West Sussex

#### Easter Trail at Warnham Nature Reserve

**18 - 21 April 2025 | Warnham Nature Reserve, Horsham**

Embark on an Easter adventure, follow the self-guided trail and uncover hidden clues. Full details can be found on their website: <https://warnhamnaturereservefriends.org.uk/whats-on>.

### East Sussex

#### Wilderness Wood Bunny Trail

**05 - 21 April 2025 | Wilderness Wood, Hadlow Down**

Follow the bunny trail, crack the woodland anagram, and get creative with courtyard crafts. No booking needed. Find out more here: [www.wildernesswood.org/whatson](http://www.wildernesswood.org/whatson).

### Hampshire

#### Bishops Waltham Easter Eggstravaganza

**Saturday 19 April 2025, from 10am-4pm | Jubilee Hall, Bishops Waltham**

Meet the Easter Bunny and enjoy crafts, family friendly activities, stalls and food. Entry is free for all.

### Hop into Saxon Weald for some spring crafting

Join us at Saxon Weald House on Wednesday 16 April for some spring-themed fun. Children can meet the Easter Bunny, get creative with crafts, and enjoy some seasonal treats. Plus, enter our prize draw for a chance to win a luxurious Easter hamper!

We will be running two sessions, 10am-12pm and 2pm-4pm, so secure your spot now by emailing [marketing@saxonweald.com](mailto:marketing@saxonweald.com) with your contact details and preferred time slot.



### Indoor activities

If the weather isn't looking great, there are still plenty of indoor activities you can enjoy:

#### Is it even Easter without some baking?

Test your culinary skills with the Easter baking recipes from BBC Food: [www.bbc.co.uk/food/collections/easter\\_baking](http://www.bbc.co.uk/food/collections/easter_baking).



#### Kids eat for less:

If you're planning to take the kids out for lunch during the holidays, many cafes and restaurants across the UK offer meals for kids at reduced prices. Find a full list here: <https://moneysavingcentral.co.uk/kids-eat-free>.

#### Get creative:

From Easter bonnet decorating to making a beautiful spring wreath, take a look at Hobbycraft's Easter craft ideas: [www.hobbycraft.co.uk/ideas/by-occasion/easter-craft-ideas/](http://www.hobbycraft.co.uk/ideas/by-occasion/easter-craft-ideas/).



### Easter holiday closure

Please note that our office will be closed on Friday 18 April (Good Friday) and Monday 21 April (Easter Monday).

If you have an emergency, please call our usual number 01403 226000 and your call will be transferred to our out-of-hours service.

*We would like to wish our customers a very happy Easter.*



## A note from our Chair

Spring is here at last! I'm sure we are all looking forward to longer daylight hours and some warmer weather, as well as the flurry of Easter and spring bank holidays.

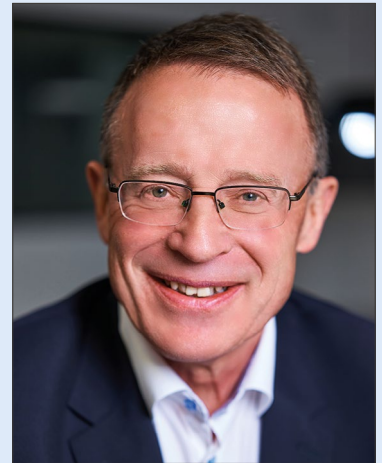
News from Saxon Weald includes completion of the multi-million pound investment programme to clear a backlog of fire safety remedial actions. We have also dealt with the usual winter increase in repairs and cases of damp and mould. I hope you have seen improvements in our HomeFix service if you have needed a repair to be carried out.

Another notable milestone was the completion of the redevelopment of Page Court, which has been renamed 'Turpitt Court' in recognition of my predecessor, Simon Turpitt. The development comprises eight social rent houses, 28 two-bedroom flats and 12 one-bedroom flats. It involved an investment of over £10m funded by Saxon Weald, with additional grant funding from Homes England and Horsham District Council. The completion represented another significant milestone: altogether, 2,000 new homes have been built by Saxon Weald since we established the housing association in 2000.

Finally, I am delighted to say that we have appointed a successor to Steven Dennis as our Chief Executive. I am pleased to introduce you to Corinna Bishopp, who will be taking up the role as Saxon Weald's new Chief Executive from early May.

*Simon Hardwick,*

Saxon Weald's Chair of the Board



## Meet Corinna Bishopp

I am delighted to be joining Saxon Weald in May 2025 as your new Chief Executive. It is a massive privilege to take on this role at such an exciting time for the organisation, and I look forward to getting to know our customers, partners, and team at Saxon Weald.

I would like to take this opportunity to say a huge thank you to Steven Dennis, whose leadership has helped shape Saxon Weald into the organisation it is today, and to Michael Chinn for his dedication and guidance as Interim Chief Executive. I look forward to building on the strong foundations they have already established.

With a passion for and many years of experience in social housing, and a firm belief in Saxon Weald's vision, I am eager to continue delivering the excellent service you expect while exploring new opportunities to enhance and innovate. Most importantly, I am committed to listening to you—our customers—so that we can grow and improve together.

*Corinna Bishopp,*

Saxon Weald's Chief Executive (from May 2025)



## Exclusive Resident Discount

Get 20% off your decorating materials!

If you are thinking about sprucing up your home, you could benefit from an exclusive discount to Saxon Weald customers from Brewers Decorator Centres.

To claim your 20% off, you need to show proof of your tenancy and quote **SAXO100**.

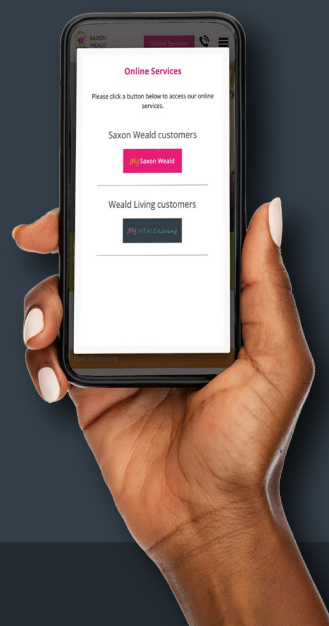
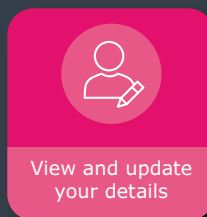
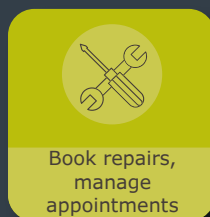
To find your nearest store go to: [www.brewers.co.uk/stores](http://www.brewers.co.uk/stores).

\*20% off Brewers standard pricing. Excludes products already on promotion or for products in the spray category or Mirka and Festool products.

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Our easy-to-use, online services put you in charge of your home, anytime, anywhere. They provide secure access to your information and are available 24 hours a day, seven days a week from a desktop, laptop, tablet or mobile.



Sign up today at [www.saxonweald.com/online-services](http://www.saxonweald.com/online-services).



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